

FIRM MANAGEMENT CORPORATION

#200 - 1931 MOUNT NEWTON X ROAD
SAANICHTON • B.C.
V8M2A9

PHONE (250) 544-2300
FAX (250) 544-0550

November 29, 2002

Mr. Ian Smale
ACME LOCK & SAFE
815 Fort Street
Victoria, BC V8W 1H6

Dear Ian:

**RE: THE FIRM MANAGEMENT
"TAKING CARE OF BUSINESS" AWARD**

The reputation of Firm Management Corporation is very important to us, and that reputation depends heavily on the quality of work performed by the independent contractors that we use to service the various buildings we manage. In order to recognize and reinforce the importance of quality performance in our preferred contractors, we have decided to formally present deserving contractors with the Firm Management "Taking Care of Business" Award.

We are pleased to inform you that for the month of November 2002, Acme Lock & Safe is the Firm Management "Taking Care of Business" award winner. The decision to make this award to Acme Lock & Safe is based on the exceptional level of performance that you and your employees have displayed in the performance relative to buildings managed by Firm Management Corporation, and acknowledges that the level of that performance has consistently met or exceeded our expectations.

We congratulate you on receiving this award, and look forward to continuing the great business relationship Firm Management enjoys with all of the people at Acme.

Yours truly,



R.A. Fimrite
President